



Welcome to the Pesach 2024 Newsletter! On behalf of the jLiving staff team I hope you enjoy reading about what the team have been working on in recent months and about some of our very talented tenants.

Time rarely, if ever, stands still at jLiving and it is hard to believe we are approaching the first anniversary of our merger with the former Brighton & Hove Jewish Housing Association and our partnership with the Brighton & Hove Jewish Welfare Board.

As I have said on a few occasions, the legal part of the process was in some ways the 'easy bit' and putting in place the operational arrangements has taken some extra planning and a little bit more time. However, nearly one year on I sincerely hope our new tenants are starting to feel a part of jLiving and we remain delighted to have you.

In the coming months you will see more major works being undertaken at some of our Schemes as we continue with boiler and lift replacements and upgrades. Planning for major replacements is a lengthy process and involves a significant amount of background work and preparation in terms of design, procurement, and the award of contracts. If major

works are to be carried out at your Scheme, we will fully update you in advance of information such as starting dates, works to be undertaken and who will be completing them.

This is in addition to the usual maintenance and repair tasks and as a team we have been undertaking a review of the Repairs service considering the increasing number of requests for repairs we are receiving. As part of the review, we are assessing response times and what you may expect from us in respect of how quickly we are able to respond to different situations. We hope to be able to reveal clear guidelines of repair categories and response times in the coming weeks. We are also preparing for the UK's telecommunications digital switchover which requires the upgrade of the helpline systems and door entry systems, and we hope to be able to share more updates on this as we progress with identifying the most suitable replacement systems.

On a final note, I would like to thank those of you who have taken the time to complete the Tenant Satisfaction questionnaires, at the time of writing we await the results and will share these with you when we have them.

With all best wishes. Chag Pesach Sameach

Jane Goodman
CEO

CHANUKAH AFTERNOON TEA

Tenants at Shine House enjoyed a delicious traditional Chanukah afternoon tea last December arranged by Housing Manager, Ann.



CELEBRATING LOVE AND FRIENDSHIP

The social butterflies at our Harmony Close and Meta Worms Court Schemes enjoyed a Valentine's Day lunch together.

Tenants enjoyed a delicious hot Italian-themed lunch in a beautifully decorated communal lounge, organised by Senior Housing Manager, Gabriela, and Housing Manager, Tanja.



ZERO TOLERANCE FOR ASB!

Everyone should be able to enjoy their home without excessive noise and anti-social behaviour.

Head of Housing, Lori, says: *“We take ASB seriously and understand the negative impact it can have. jLiving will tackle this issue head-on and has recently obtained two ASB injunctions against perpetrators who have caused persistent nuisance behaviour”.*

“The tenancy agreement each tenant signs before moving into their jLiving home outlines that the tenant must not cause nuisance and or ASB”.

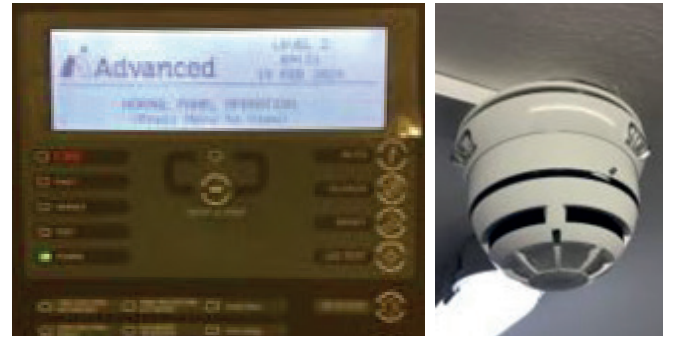
There are several tools and powers available to jLiving when tackling ASB, including:

- sending out breach of tenancy letters,
- interviews with the perpetrator to address nuisance behaviour,
- Acceptable Behaviour Agreements,
- referrals to mediation,
- enforcement action.

Enforcement action, such as the ASB Injunctions provided by the Anti-Social Behaviour, Crime and Policing Act 2014, is used as a last resort when the perpetrator fails to stop their persistent nuisance behaviour.

While a last resort, jLiving doesn't shy away from taking enforcement action and even eviction when someone's nuisance behaviours become a persistent problem, causing distress, and affecting the community's wellbeing.

FIRE SAFETY



Fire panel (L) and smoke detector in staff office.

The latest high-tech wireless fire alarm system was installed in one of our buildings last summer as a pilot. The plan was that if this installation was successful, similar new systems will be rolled out across the Association.

We are delighted to report that this trial has been successful!

Compliance Officer, Bhupendra said of the installation: *“It was very quick and easy to install compared to the previous hard-wired systems, as there is no cabling involved. This also means it is less intrusive to tenants”.*

“The old panels and heat and smoke detectors were difficult to maintain and did go wrong on a regular basis. The newer system is much better because it is easier to maintain and allows us to identify which sensor activated the fire alarm, if it goes off,” he added.

We are now planning to upgrade the Fire safety equipment across the Association in an on-going, planned five-year programme starting Spring 2024.

Sinead, Director of Property said: *“We are constantly looking at our systems and buildings and planning repairs and upgrades required to keep everyone safe.*

“Our intention is that we will be able to monitor all of our fire systems centrally and check that everything is working correctly. We will be able to see where and when a fire alarm sensor has gone off, and check that everything is alright by calling the tenant and where it is a false alarm, reset the system remotely.”

HAVE A NICE(IC) DAY

We are delighted that jLiving has become an approved NICEIC (National Inspection Council for Electrical Installation Contracting) contractor and installer!

NICEIC is the prominent certification body in the UK electrical contracting industry and the building services sector, and the scheme is for electrical contractors undertaking design, installation, commissioning, and maintenance of electrical installations to BS 7671.

Certified contractors must meet NICEIC's stringent requirements for competence and quality as well as professional integrity, validating trusted professionals who get the job done right.

Once approved, contractors have access to training, qualifications, and testing services through NICEIC. This ensures their skills remain up to date in a rapidly evolving industry.

jLiving Electrician, Neil, said of the process of attaining this: *"We are thrilled that we have become an approved contractor and installer. This has been the result of many hours of hard work, lots of form-filling and practical assessments."*

Meanwhile, jLiving Electrician, Jamie, is undertaking additional qualifications and is studying for his Level 3 NVQ Electrical Installation course, which is a practical based qualification. He is in the process of completing the work-based assessment, by compiling an electronic portfolio

of photographic evidence of a range of containment, equipment, and wiring systems installations.

To maintain NICEIC registration, contractors must undergo a regular assessment. This face-to-face interaction with the NICEIC Assessor aims to iron out any elements of the working practice that needs improving and to ensure people are working to a safe and compliant standard. Competency is checked through technical discussions and site assessment.

In summary, NICEIC accreditation signifies a commitment to safety, quality, and professional excellence in electrical work.



Electrician, Jamie, working towards his NVQ Level 3.

LAUGHTER IS THE BEST MEDICINE!

Tenants at Lionel Leighton and Wolfson Court were treated to an afternoon of jokes, fun and laughter in December.

They were presented with a talk all about American Jewish comedians by avid comedy record collector, Jeff, called 'You don't have to be Jewish'.

It was a huge success as tenants were entertained with clips from the likes of Myron Cohen, Mickey Katz, Mal Z Lawrence, Joan Rivers, Jackie Mason and Mel Brooks.



GOOD WATER HYGIENE

Maintaining good water hygiene is vital to help prevent bacterial diseases. At jLiving, like many organisations, we conduct Legionella risk assessments on a regular basis.

Legionella is a water-borne bacteria usually associated with larger water systems but can also thrive in smaller water systems used in homes, and it can lead to legionnaires' disease - a potentially fatal form of pneumonia.

Legionella bacteria can affect anyone, but those more likely to be affected are people over the age of 50, heavy smokers and drinkers, and people with an already suppressed immune system.

Compliance Officer, Bhupendra, said: *"The good news is legionella bacteria can be prevented by regularly taking water temperatures of various items, such as taps."*

MASTER PLAN

"The Compliance Team has a master plan; a comprehensive, formal check list to safeguard all things to do with water. All jLiving buildings are monitored to ensure we prevent Legionella in the water systems."

Many of the required checks can be carried out by in-house team members, but some must be done by external contractors.

For example, the regular annual risk assessment is carried out by an external organisation, however, the cleaning of shower heads could be done by our in-house Plumbers.

"The intention is," continued Compliance Officer, Bhupendra, *"to effectively manage the inhouse operatives to integrate these tasks into their day-to-day work. In some instances, the check points are in flats and therefore access will be required periodically to check, for example the water temperature in a cold-water storage tank."*

WATER SAFETY AT HOME

If you live in one of our Schemes, there are several ways you can practice good water hygiene in your home and reduce the risks from legionella bacteria.

1. When you first move into your home, flush all hot and cold outlets for several minutes on the highest setting, by turning a tap or shower on. This will get rid of any stagnant water in the system.
2. If you go on holiday or are away from your home for more than one week, flush all of your water outlets (taps, shower and toilets) for several minutes as soon as you return. This is especially important in the summer months, but it is good practice to do this every time you go away.
3. If you have any water outlets you do not use weekly, please run these for several minutes every week.
4. As a minimum, showerheads should be cleaned and disinfected every three months.
5. If your property has an electric shower, flush this for several minutes, on the highest temperature setting. Ensure all hot water outlets are sufficiently heated prior to use, as heat kills bacteria.



Senior Housing Manager, Gabriela, seen here testing the water at the Harmony Close communal kitchen, which is done weekly.

IS YOUR HOME INSURED?

Why do you need contents insurance?

If you are a Tenant who rents from us, as your landlord, jLiving does not cover your household goods and contents. That means that if your home is damaged jLiving will re-instate the property but NOT your contents e.g. carpets, furniture, clothes, electrical goods etc.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen or your home could be damaged by water ingress/ flood, making home contents insurance ideally placed to provide peace of mind.

There are various companies which can provide home contents insurance for you, so do research your options and look at what is covered before signing up.



This image by Vectorportal.com.

HOW JLIVING COMPLIANCE TEAM KEEPS YOU SAFE



Safe hands: Brothers Mahendra (L) and Bhupendra (R) make up the Compliance Team.

Safety is hugely important. Our Compliance Team is very busy keeping on top of all the checks required to keep tenants, their visitors, homes and staff as safe as possible. The two-man Team conduct, review and follow up remedial works highlighted in the reports.

ANNUAL INSPECTIONS, SERVICING

- Fire Risk Assessments: ensures fire prevention, escape routes are clear, correct signage, fire doors are operating, communal areas are clear
- Fire Extinguishers: tests are conducted to ensure that they are operate correctly
- Emergency lighting: ensures lights stay on if there is a fire or power failure
- Boilers: service ensures gas safety
- Asbestos: Inspection highlights areas where asbestos should be removed
- Warden Call and door entry system: ensures the system remains operational

SIX MONTHLY INSPECTIONS, SERVICING

- Fire Alarms: Smoke and heat detectors in flats and communal areas are tested
- Automated doors: ensures the doors remain operational

QUARTERLY

- Service lifts regularly, a minimum of quarterly.

WHAT GOES ON TOUR, STAYS ON TOUR...



Carole Bremson, author, director, and actor.

We love hearing about jLiving's talented tenants and Carole Bremson, who lives in Brighton & Hove, is a 'triple threat' – an accomplished actor, successful director, and more recently published author!

She has danced in St. Andrews, performed at *The Edinburgh Festival*, and was cast as Helena, from *A Midsummer Night's Dream*, with which she toured the USA. She has performed in *Romeo and Juliet*, *The Lady from Dubuque* and *A Taste of Honey* to name just a few productions.

This extremely creative lady studied acting at drama school in London. This was followed by simultaneous careers as an actor, director and teacher most notably for the Theatre in education company she set up in Barnet where she was devising, directing, and acting in productions. She also set up the Theatre Factory to explore inter-active Shakespeare with young people and produced the world premiere of Jane Austen's *Love and Friendship* at Jermyn Street Theatre, London.

Her wide-ranging career has enabled her to see much of the world and provided plenty of material to draw from when writing.

In 2022 Carole's debut novel was published by Waterloo Press. *The Lie Direct* is a compelling backstage drama



Carole Bremson, at the book launch at Theatre Royal, Brighton, June 2023.

starting off in the 1960's. It chronicles five decades of sex, duplicity and hidden identities against a backdrop of stage, television and a family-run boutique in Carnaby Street, London.

In this book Carole invites us into a world of secrets, frailty, and love - she depicts life in the theatre in the throes of its most exciting years.

Carole explained: "*The novel is about the off-stage drama in the theatre. It was a long time coming to see the light of day and I was thrilled to officially launch it on stage at the Theatre Royal, Brighton, last summer.*"

She adds: "*I have recently finished writing a Novella, Summers Breath, a drama based around the hottest summer in the 1970's and hope that will be published soon; and I am currently working on a sequel to The Lie Direct - which is very exciting.*"

She is also the author of the play *A Midsummer Night's Madness* and a poetry collection called *Beginners, please!*

Of living in Brighton & Hove she added: "*I moved here from London not knowing a soul, but love being by the sea. It was definitely a happy move as there is lots of culture and it offers a happy atmosphere for an artistic community.*"

"*Hove is more sedate than Brighton and I really enjoy living here,*" Carole added.

BRIGHTON & HOVE REFURBISHMENT WORKS

Since jLiving merged with the Brighton & Hove Jewish Housing Association in April last year we have been very busy getting to know the buildings.

All the properties needed to be surveyed to assess what remedial work, if any, was required and from these reports a schedule drawn up before the contracts could go out to tender.

Since then, we are delighted to say that we have made good progress with the work required.

Two flats in The Cyril Fraser House, Brighton & Hove, have been refurbished; they were freshly decorated throughout and fitted with upgraded kitchens and bathroom where necessary. One of the flats has also been fitted with a new double-glazed window.

Other work done at the same time includes cleaning the gutters, roof de-mossing and an anti-moss spray treatment applied to the roof, work to prevent pigeons nesting in the hoppers – the enlarged top of the vertical down pipe which receives rainwater or wastewater.

Next in line is Oberman House, which will start when there is less chance of inclement weather. The plan is to undertake the external decorations including repointing some of the building, fixing balconies that need attention, cleaning all the gutters and realigning any that need it, a roof inspection and redecoration to the outside previously painted surfaces.



The Cyril Fraser House (L) and Oberman House (R).

BRIGHTON & HOVE PROPERTY MAKEOVER

Jacob Lottenberg House, one of the Schemes in Brighton & Hove that jLiving manages on behalf of the Jewish Welfare Board, has had a makeover ensuring that long standing issues are a thing of the past.

The building had damp and mould issues due to water ingress. Following a building survey it was seen that there was at least one chimney which needed re-rendering and painting, the roof needed de-mossing and the gutters cleaning. All of which were completed earlier this year.

A new damp proof course was also injected into the perimeter of one of the ground floor flats to create a new barrier and prevent rising damp.

There is still some work to be done internally making good the areas affected by the water ingress, which will be finished by late Spring 2024, weather allowing.



Jacob Lottenberg House.

BAKED CARROT, SWEDE AND POTATO GRATIN

Here is a tasty side dish from cookery writer and chef Denise Phillips which will give your meal a healthy exciting lift of both colour and texture. It is a puree of root vegetables topped with a crunchy topping of chopped matzos and walnuts. This dish can be vegan and therefore parev so keep for the rest of the year too!

Preparation Time: 20 minutes

Cooking Time: 55 minutes

Serves: 6 people

Ingredients

500g carrots – peeled and roughly chopped
500g swede – peeled and roughly chopped
300g potatoes – peeled and roughly chopped
3 cloves garlic – peeled and roughly chopped
1 tablespoon extra-virgin olive oil
Pinch nutmeg
1 tablespoon dried coriander
Salt and freshly ground pepper

Topping

6 large matzos – crumbled
2 tablespoons walnut pieces
2 tablespoons grated (vegan) cheddar cheese – optional
Salt and freshly ground black pepper
1-2 tablespoons extra virgin olive oil

Garnish

Sprigs of parsley – roughly chopped

Recipe by Denise Phillips

Instagram: [denises_kitchen](#)

www.jewishcookery.com – for more information about cookery classes and events for Jewish singles.



Photo © Denise Phillips

Method

1. Boil the carrots and swede together until tender. Cook the potatoes separately. This will take 15 – 20 minutes.
2. Drain and transfer the carrots and swede to the food processor.
3. Add the garlic, oil, nutmeg, coriander and season well. Whizz to a puree.
4. Using a ricer or masher mash the potatoes. Combine the mashed potato with the vegetable mix and stir well.
5. Spoon the vegetable puree into a baking dish.
6. Pre-heat the oven to 200 C/ 400 F/ Gas mark 6.
7. Pour 4 tablespoons of hot water over the matzos to soften slightly.
8. Add the walnuts, (vegan) cheese – if using -- and plenty of salt and pepper to the softened matzos.
9. Cover vegetables evenly with the topping. Drizzle with a tablespoon of extra virgin olive oil.
10. Bake for 40 minutes or until the top is crispy and golden.

Garnish

Garnish with sprigs of fresh parsley and serve immediately.

RENT ARREARS!

Paying your rent on time and in full is your most important responsibility as our tenant. Your rent is due monthly in advance.

Your rent covers the cost of:

- Managing and repairing your home
- The services we provide to your block or Scheme
- Building up funds to improve your home in future, and
- Helping us to build new homes.

You should inform your Housing Manager immediately if you are having problems paying rent, for advice and assistance.

There are several ways we can help:

- We can arrange a plan for you to pay your rent arrears by regular instalments
- We can help you check you are receiving all welfare benefits you are entitled to.

Ways to pay:

- Directly from local authorities if eligible for assistance with rent or housing benefits
- Standing order
- Bank transfer.

What happens if you don't pay?

If you aren't paying regularly and you don't contact us, we will have to act. We will also act if you fail to keep to your repayment agreement.

- While you owe us rent, we won't normally let you transfer or swap your home
- We may take you to court. You will have to pay our legal costs, even if you aren't evicted
- You might get a County Court Judgement (CCJ). This can affect your credit rating
- You could lose your home, but you would still be expected to repay the debt

- Your council might refuse to rehouse you on the grounds that you made yourself intentionally homeless.

Don't let this happen to you. Call us to help you work things out.

jLiving does not take the decision to proceed with legal action lightly but unfortunately in some cases we have no other options available.

Please contact your housing manager to discuss your rent account.

Never ignore letters sent to you regarding any arrears owing on your rent account.

Please check the amount you are paying as some tenants still haven't increased their payments since the new rent year began, failure to pay the correct amount will result in arrears accruing.

MEET THE PROPERTY TEAM

We would like to introduce to you the Property Team, the people who look after all our London and Hemel Hempstead Schemes.

Headed up by Director of Property, Sinead Matthew, the Team consists of Repairs Manager, Winston, and six technicians:

Gary and **Sean**, Plumbers

Jamie and **Neil**, Electricians

Martin, Maintenance Technician

Ricky, Multi Trade Operative

In September we identified the need for an additional Plumber, due to the volume of plumbing jobs being reported.

In October we brought in temporary Plumber, Tristan (not pictured), to help with the backlog of plumbing jobs.

Director of Property, Sinead, commented: "Since Tristan joined us, and we have three in-house Plumbers, we have trialled a new system of working. We have allocated each Plumber to a number of individual London and Hertfordshire Schemes, so they visit them regularly and can get to know the buildings - and it has been very successful."

"Montefiore Court and the Brighton & Hove Schemes use regular external contractors rather than in-house

Plumbers, due to their location, but again the plumbers get to know the buildings and the way they have been plumbed."

"This is great way of ensuring we are more reactive," she added.

If you have a repair to report, please talk to your Housing Manager.

From left: Jamie, Gary, Sean, Martin, Winston, Ricky and Neil on the ladder.



CLOGGED PIPES: DRAINAGE DIFFICULTIES ARE ON THE INCREASE!

The majority of blocked pipes require a visit from one of our maintenance technicians to unclog toilets, wash basins, kitchen sinks, bathtubs, and showers.

Each visit costs the Association between £30 to £3,000, depending on the severity of the drainage system damage. This cost is charged back to you through your service charge.

Clogged drains are costly and a frustrating problem, especially when they are caused by improper usage, meaning that most can be avoided entirely.

Whether it is flushing items like wipes or paper towels down the toilet, pouring grease or food scraps down the kitchen sink, or allowing hair and soap scum to build up in the shower drain, these actions can lead to blockages that require the attention of a specialist to clear.

If a call-out is the result of a tenant's carelessness, we will recharge the tenant responsible.

Guidelines to maintain your drains:

1. Only human waste, toilet paper, and water should be flushed through toilets - all other items can go in the waste bin. Do not flush anything else, including paper towels, wipes (even those that say you can flush them), cloths, personal hygiene products, or food trash.
2. Avoid pouring grease, oil, milk, or other liquids down the drain. These often solidify and clog the pipes. Instead, dispose of liquid food products by pouring them into old bottles, tins and containers and then put in the bin to dispose of them sensibly.
3. Dispose of any household chemicals or pharmaceuticals properly. Do not dump them down drains because they might harm the environment and cause damage to the drainage system. Return unused pharmaceuticals to chemists and other household chemicals in the bin.

KEEP IT CLEAR, KEEP IT FLOWING,
PROTECT DRAINAGE!



Cotton swabs or balls



Paper towels



Medications



Cigarette butts



Toxic substances



Wipes



Plastics



BOILER PROGRAMME WILL MAKE HOMES WARMER AND CUT BILLS

85 jLiving flats in the Golders Green area are benefitting from new commercial boilers fitted in an upgrade programme which cost more than £460,000.

jLiving has replaced four old boilers with five brand new high energy efficient condensing boiler units and flues to serve the two blocks of flats: Harmony Close and Meta Worms Court.

Tenants will benefit from modern energy efficient boilers and controls, which will improve the efficiency of the heating systems in their homes. helping to improve energy

The work has been delivered by a specialist firm and is part of jLiving's wider £10 million investment into major improvement works in its homes over the next ten years.

Director of Property, Sinead Matthew said of the works: *"The old boilers had come to the end of their lifespan and needed replacing.*

"The boilers installed are highly energy efficient, fitted with MagnaClean filters to remove impurities from the heating system to improve performance and longevity.

"Tenants will notice an immediate difference in the efficiency of the boilers, better performance and warmer homes and plenty of hot water," she added.



Contractors Martin and Damien working on the new electrical control panel and new energy efficient boilers at Harmony Close.

The staff at jLiving wish all our tenants and their families a very happy Pesach

PESACH AND EASTER OPENING TIMES 2024

Closed: Good Friday 29 March and Bank Holiday Easter Monday 1 April.

Re-open: Tuesday 2 April.

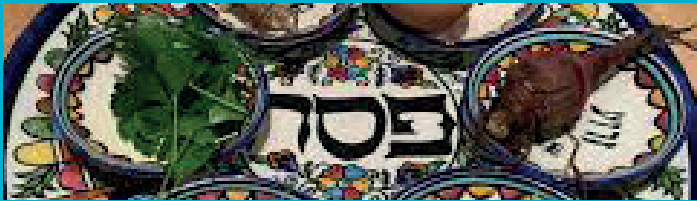
Closed: from 2pm, Monday 22 April and all-day Tuesday 23 and Wednesday 24 April

Re-open: Thursday 25 April.

Closed: all-day Monday 29 and Tuesday 30 April.

Re-open: Wednesday 1 May.

Closed: Monday 6 May for Bank Holiday



SUMMER WORKING HOURS

From Friday 5 April, Head office staff will be working until 5.30pm on Fridays.

Summer Head Office hours are Monday to Friday 9am to 5.30pm.

FESTIVAL TIMES 2024

Pesach begins at 7.54 pm on Monday 22 April.

Second day begins at 9.02pm on Tuesday 23 April.

Festival ends 9.04pm.

Seventh day Pesach begins Sunday 28 at 8.04pm, and eighth day begins on Monday 29 at 9.14pm and the festival ends on Tuesday 30 April at 9.15pm

FAREWELL MARJORIE!

December saw the end of an era as we said a fond farewell to Marjorie, who retired after 19 years as the Housing Manager at The Martins, our Scheme in Wembley.

Head of Housing, Lori, said: *"Marjorie has made the difficult decision to retire and spend some time travelling to warmer climates, as well as spending more time with her family. She will be hugely missed by all her Leaseholders, their families and, of course, her colleagues."*




Marjorie said: *"I have loved working here at jLiving, the staff and management have been most kind."*

I am sure that you will all join us in wishing Marjorie all the very best for the future.



jLiving – Leading the Jewish community in providing affordable, secure, welcoming accommodation, including associated services for those aspiring to live independently.

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